



PERFICIENT[®]
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Statement of Work: Change Request

Prepared for:

DZS Inc.

Prepared By: Perficient, Inc.
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August 13, 2021

Perficient Statement of Work
Proprietary and Confidential

This Change Request (CR) to the Phase 1 Cloud ERP Statement of Work (SOW) dated March 23, 2021 is entered into and effective on the date shown below between DZS Inc. (DZS Inc.) and PERFICIENT, INC. ("Perficient"). The parties agree that Perficient shall perform the Services in accordance with this CR and is subject to all of the terms and conditions of the Master Services Agreement effective March 22nd, 2021 (the "Master Services Agreement"). This CR is incorporated in and made a part of the SOW and Master Services Agreement identified above.

Customer Information:		Contact Information	
Customer Name:	DZS Inc.	Customer Contact Name:	Darrin Whitney
Headquarters Address:	5700 Tennyson Pkwy Ste 400 Plano, TX 75024	Customer Contact Email:	darrin.whitney@dzsi.com
State of Formation:	Delaware	Perficient Contact Name:	Stace Hunt
Phone Number:	469-327-1531	Perficient Contact Email	Stace.hunt@perficient.com

1 BACKGROUND AND CHANGE REQUEST OVERVIEW

This CR is to extend the resources defined herein to support the various phases of the Oracle Cloud ERP ("Financials") and Supply Chain Management ("SCM"). These resources are currently deployed or will be deployed over the next few weeks. The go-live dates for these phases are defined in the Assumptions section of this CR.

This CR established additional budget that is expected to extend the project to early to mid-September, 2021. The resource schedule below assumes an end date of 9/4/21 but will be worked on a time and materials basis until fully worked.

2 DELIVERABLES

Perficient deliverables are those outlined in the original SOW which have not changed.

3 ASSUMPTIONS

3.1 Go-Live Dates by Phase

The staffing defined herein is based on the following go-live dates for the phased deployments

- Trial Balances (summary balances in Cloud GL for EPM financial reporting): 8/31/2021
- Japan (Cloud Financials): 9/1/2021
- Hannover (Germany, SAP migration to Financials and SCM): 10/1/2021.
- Seminole Manufacturing Facility (U.S., EBS migration to Cloud Financials and SCM): 1/3/2022

3.2 Applications in Scope

The staffing model herein will support the implementation of Oracle Cloud Bill of Materials as outlined below

- Order Management and Pricing
- Global Trade Management (restricted party screening at order entry only)
- Global Order Promising
 - Ship date promising for GMBH/UK orders with visibility into FG stock at Seminole plant for applicable items
- Demand Management
 - For sales orders that will not generate automatic supply through drop ship or back-to-back scenario flows
- Supply Planning
 - For sales orders that will not generate automatic supply through drop ship and back-to-back scenario flows
- Costing
 - For cost + pricelists, PPV, COGS and revenue recognition calculations in GMBH/UK inventory organizations
- Procurement

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- For indirect purchasing in GMBH/UK plus PO execution for Seminole plant demand
- Inventory Management
 - To model 3PL and local warehouses for scenarios where material must either be physically received or virtually received to initiate billing events in Cloud
- Service Contracts
 - For the converted service contracts that are needed in GMBH/UK
- Quality
- Depot Repair
- Custom form creation to support automation on the shop floor
- Financials
 - General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Fixed Assets

3.3 Other

- Project management and oversight will be provided by Matt Makowsky
- SCM oversight will be provided by Luis Sanchez
- Ajay Nagar, a project administrator, will assist with project management for 10 hours per week on average
- Additional resource coverage at limited hours to flex in additional expertise as needed in the areas of order management, materials management, and procurement
- Change requests for Tax and GTM are separate from this change request

4 TIMELINE AND PRICING CHANGES

4.1 Project Timeline Changes

Changes to go-live dates as defined in the Assumption section of this CR.

4.2 Project Budget Changes

The total change to the budget as a result of this change request is \$499,955, net of incentive discount, not inclusive of travel expenses. The resource and hours itemization is listed in the next section of this CR.

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4.3 Resource Plan Allocation

Resource Name	Role	Unit Testing		Prepare for Hannover SIT				Hannover UAT			
		24-Jul	31-Jul	7-Aug	14-Aug	21-Aug	28-Aug	4-Sep			
		1	2	3	4	5	6	7	TL Hours	Rate	Total
Matt Makowsky	Director Oversight	0	8	20	12	12	12	12	76.00	\$225	\$ 17,100
Luis Sanchez	Director Oversight	0	10	10	10	10	10	10	60.00	\$225	\$ 13,500
Greg Hyndman	Financials Lead	12	40	40	24	40	40	40	236.00	\$195	\$ 46,020
Mike Garcia	Financials Support	0	0	0	8	0	0	0	8.00	\$195	\$ 1,560
Justin Coble	Financials Support	0	0	0	8	0	0	0	8.00	\$195	\$ 1,560
Monica Lumpkin	Financials Lead	4	0	20	20	20	25	20	109.00	\$195	\$ 21,255
Ajay Nagar	Project Administrator	0	10	10	10	10	10	10	60.00	\$195	\$ 11,700
Bradley Purdy	Project Manager	0	40	0	0	0	0	0	40.00	\$195	\$ 7,800
Jeff Bond	Procurement Lead	10	40	40	40	20	20	20	190.00	\$195	\$ 37,050
Matt Fleishman	Manufacturing Lead	8	40	40	40	40	40	40	248.00	\$195	\$ 48,360
Gene Gysin	Order Management Lead	0	40	40	40	40	40	40	240.00	\$195	\$ 46,800
Amit Pandya	Technical Lead	12.5	40	40	40	40	40	40	253.00	\$180	\$ 45,540
Chakradhar Pillala	Planning Lead	2	10	20	0	0	0	0	32.00	\$225	\$ 7,200
Noeli Rosa	International/ Change Management	16	40	40	40	40	40	40	256.00	\$195	\$ 49,920
Anand Thakre	Service Contracts Lead	8	40	40	40	40	40	40	248.00	\$195	\$ 48,360
Mehmet Erisen	Costing Lead	0	15	15	15	15	15	15	90.00	\$195	\$ 17,550
Toby Rave	Order Management Oversight	0	0	0	0	4	4	4	12.00	\$195	\$ 2,340
Offshore Technical	CEML Development, Offshore	30	120	120	160	160	160	160	910.00	\$39	\$ 35,490
Latha Gadey	CEML Development, Onshore	10	20	20	20	20	20	20	130.00	\$160	\$ 20,800
TBD (1)	Depot Repair Lead	0	0	0	0	20	20	20	60.00	\$225	\$ 13,500
TBD	Quality Lead	0	0	0	0	40	40	40	120.00	\$225	\$ 27,000
TBD	Planning Lead	0	0	0	0	40	40	40	120.00	\$225	\$ 27,000
TBD	Planning (Offshore)	0	0	0	0	30	30	30	90.00	\$90	\$ 8,100
(1) TBD refers to new resources in the process of being onboarded to support various tracks									TOTAL	3,596	\$ 555,505
										10.00% Discount *	\$ (55,551)
											\$ 499,955

Notes:

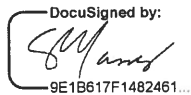
- *This Perficient investment will be applied as a 10% discount to the Services fees of each applicable invoice up until the point that the Perficient investment is fully expended. If this SOW completes prior to the full Perficient investment being expended, any remaining Perficient investment dollars will be forfeited by Customer. The Perficient investment and discount described above will not be applied to expenses for which Customer is invoiced.
- The totals for the week ending July 24th represent hours "overrun" that was not previously budgeted into the project. This CR allows those hours and additionally all hours between week ending July 31st and September 4th to be charged as per the above schedule.
- This total includes bridge amount that was previously authorized by email on August 4th, 2021.

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5 ACCEPTED AND AGREED

An authorized signature on this page by Company indicates its acceptance of this Statement of Work.

Perficient, Inc.

DocuSigned by:

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By: _____

Name: Stuart Massey

Title: General Manager

Date: 8/15/2021

DZS Inc.

By: 

Name: Misty Kanwacki

Title: CFO

Date: 8/12/21



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Statement of Work: **Change Request**

Prepared for:

DZS Inc.

Prepared By: Perficient, Inc.
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September 14, 2021

Perficient Statement of Work
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Customer Name:	DZS Inc.	Customer Contact Name:	Darrin Whitney
Headquarters Address:	5700 Tennyson Pkwy Ste 400 Plano, TX 75024	Customer Contact Email:	darrin.whitney@dzsi.com
State of Formation:	Delaware	Perficient Contact Name:	Stace Hunt
Phone Number:	469-327-1531	Perficient Contact Email	Stace.hunt@perficient.com

1 BACKGROUND AND CHANGE REQUEST OVERVIEW

This CR is to extend the resources defined herein to support the various phases of the Oracle Cloud ERP ("Financials") and Supply Chain Management ("SCM"). These resources are currently deployed or will be deployed shortly. The go-live dates for these phases are defined in the Assumptions section of this CR.

This CR establishes approximately another month of additional budget which is forecasted to cover early or mid-October, 2021. The previously executed CR extended the team to early September, 2021. The resource schedule below assumes an end date of 10/9/21 but will be worked on a time and materials basis until fully worked.

2 DELIVERABLES

Perficient deliverables are those outlined in the original SOW which have not changed.

3 ASSUMPTIONS

3.1 Go-Live Dates by Phase

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- Costing

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- Procurement
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4 TIMELINE AND PRICING CHANGES

4.1 Project Timeline Changes

Changes to go-live dates as defined in the Assumption section of this CR.

4.2 Project Budget Changes

The total change to the budget as a result of this change request is \$362,246, net of incentive discount, not inclusive of travel expenses. The resource and hours itemization is listed in the next section of this CR.

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4.3 Resource Plan Allocation

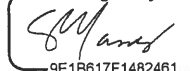
Week Ending:		11-Sep	18-Sep	25-Sep	2-Oct	9-Oct			
Week Number:	Role	1	2	3	4	5	TL Hours	Rate	Total
Matt Makowsky	Director Oversight	12	12	12	12	12	60	\$225	\$ 13,500.00
Luis Sanchez	Director Oversight	10	10	10	10	10	50	\$225	\$ 11,250.00
Greg Hyndman	Financials Lead	40	40	20	40	5	145	\$195	\$ 28,275.00
Ajay Nagar	Project Administrator	10	10	10	10	10	50	\$195	\$ 9,750.00
Jeff Bond	Procurement Lead	20	20	20	20	20	100	\$195	\$ 19,500.00
Matt Fleishman	Manufacturing Lead	40	40	40	40	40	200	\$195	\$ 39,000.00
Gene Gysin	Order Management Lead	20	20	20	20	20	100	\$195	\$ 19,500.00
Amit Pandya	Technical Lead	20	20	20	20	20	100	\$180	\$ 18,000.00
Dharmesh Lal	Planning Lead	45	45	45	45	45	225	\$225	\$ 50,625.00
Monica Lumpkin	Financials Lead	20	20	10	10	10	70	\$195	\$ 13,650.00
Noell Rosa	International/ Change Management	40	40	40	40	40	200	\$195	\$ 39,000.00
Anand Thakre	Service Contracts Lead	20	20	20	20	10	90	\$195	\$ 17,550.00
Mehmet Erisen	Costing Lead	15	15	15	15	15	75	\$195	\$ 14,625.00
Trinamix/ TBD	Depot Repair Lead	14	14	14	14	14	70	\$225	\$ 15,750.00
Trinamix/ TBD	Quality Lead	32	32	32	32	32	160	\$225	\$ 36,000.00
Onshore Technical	Seminole Development	0	0	45	45	45	135	\$180	\$ 24,300.00
Parag Badnakhe	Planning (Offshore)	30	30	30	30	30	150	\$90	\$ 13,500.00
Offshore Technical	Hannover Development	120	120	120	120	0	480	\$39	\$ 18,720.00
SubTotal							2,460		\$ 402,495
							Discount	10%	\$ (40,250)
							Total		\$ 362,246

5 ACCEPTED AND AGREED

An authorized signature on this page by Company indicates its acceptance of this Statement of Work.

Perficient, Inc.

DocuSigned by:

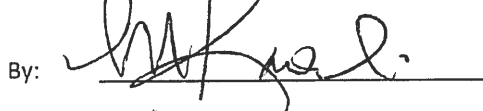


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By: _____

Name: Stuart MasseyTitle: General ManagerDate: 9/30/2021

DZS Inc.



By: _____

Name: Misty KawederTitle: CPDDate: 9/30/21



Statement of Work: Change Request
Seminole Go Live Phase

Prepared for:
DZS Inc.

Prepared By: Perficient, Inc.
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November 3, 2021

Perficient Change Request Statement of Work
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This Seminole Go Live Phase Change Request (CR) to the Phase 1 Cloud ERP Statement of Work (SOW) dated March 23, 2021 is entered into and effective on the date shown below between DZS Inc. (DZS Inc.) and PERFICIENT, INC. ("Perficient"). The parties agree that Perficient shall perform the Services in accordance with this CR and is subject to all of the terms and conditions of the Master Services Agreement effective March 22nd, 2021 (the "Master Services Agreement"). This CR is incorporated in and made a part of the SOW and Master Services Agreement identified above.

Customer Information:		Contact Information	
Customer Name:	DZS Inc.	Customer Contact Name:	Raghu Marthi
Headquarters Address:	5700 Tennyson Pkwy Ste 400 Plano, TX 75024	Customer Contact Email:	raghu.marthi@dzsi.com
State of Formation:	Delaware	Perficient Contact Name:	Stace Hunt
Phone Number:	469-327-1531	Perficient Contact Email	Stace.hunt@perficient.com

1 BACKGROUND AND CHANGE REQUEST OVERVIEW

The purpose of this change request is to extend the Perficient project team through February 28th to cover the scope of the Seminole manufacturing facility, including Intercompany transaction processing and Banking connectivity to facilitate payments in Accounts Payable.

The "Go Live" date is set as February 1, 2022 with "Hypercare Support" covering the operation through February 28th.

The full scope herein shall be considered frozen and approved by DZS Business Process Owners (BPOs). The staffing plan has been created to address this scope and this timeline. Any changes to either scope or timeline would require a change request and explicit approval from DZS to perform the work.

2 DELIVERABLES

- Configuration Exports with Oracle seeded configurations and DZS custom configurations. Config Snapshot tool is an accelerator that removes the much of the manual documentation work.
- BR100 documents will be provided where Config Snapshot does not support the Config Snapshot approach. Primarily GOP, Service Contracts and Planning are not supported by Config Snapshot today.
- Quick Guides
- RAID Log
- Test Plan
- Training Plan
- Project Plan
- Cutover Plan
- Integration Plan (CEMLI Plan)
- Functional and Technical Specifications (Combined)
- Steering Committee Decks (Bi Weekly)
- Weekly "Track Level" Progress Reports
- Project Financials (Weekly)
- Time Sheets (Weekly)
- Requirements Traceability Matrix (RTM)
- Change Control Tickets (as warranted)
- Design Authority meetings to consider scope changes (see Key Dates in section 5.1)

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3 CHANGE REQUEST SCOPE OF WORK

Perficient will provide a full time project manager to oversee the entirety of all Track work and manage both onshore and offshore teams day to day. Perficient will also provide a full time resource to plan and coordinate training and testing events. The Perficient team, in partnership with their BPOs and SMEs from DZS will engage in the implementation of solutions based on the table below:

Track	Topic	Requirement/Objective	DZS BPO/SME
Costing	Costing – Overhead Rules	Apply overhead to roll-up cost	Kevin Soulen
Costing	Costing – Cost Updates	Standard Cost Updates to current costs	Kevin Soulen
Costing	Costing – Cost Roll Up	To Derive Assembly Standard Cost	Kevin Soulen
Costing	Costing – Review Variances	Analyze standard cost variances for manufacturing and inventory transactions	Kevin Soulen
Costing	Structure (BOM) changes propagation to manufacturing	Changes in the Item Structure needs	Geert Maes / Bud Welch
Financials	GL Statutory Ledgers	Statutory Ledgers for GMBH and UK	Erin Schneider
Financials	GL Intercompany Process	Create Intercompany between Ledgers for Supply Chain Activities (Sell/Buy between companies)	Erin Schneider
Financials	AP Payments US/Canada	Send payment files to PNC for US and RBC for Canada	Kim Robinson
Financials	AR Lockbox for US	Load Lockbox details from PNC for US	Maggie Villalobos
Financials	AR Invoice Print for Product/Service	Print invoices to be emailed to customer for Product/Service Sales	Maggie Villalobos
Financials	AR SLA for Revenue Accounting	SLA to populate proper Account, Product, and Intercompany	Kevin Soulen
Financials	Costing SLA for COGS, Inventory, Variances, Accruals	SLA to populate proper Account, Product, and Intercompany	Kevin Soulen
Financials	Cash Management Bank Statement Reconciliation	Setup bank statement reconciliation program	Karen Leopardi
Financials	Cash Management Cash Forecasting Page and Reports	Setup dashboard for cash balancing and forecasting	Karen Leopardi
Financials	Fixed Asset Corporate and Tax Books	Create asset books for corporate and tax reporting	Erin Schneider
GOP	Scheduling Orders – Non ODM	Material availability and Lead Time based Promising from US/DE/UK BU	Guillaume Rousseau, Nick Katte
GOP	Scheduling Orders – ODM	Orders on ODM Product will be Scheduled based on Planning (Manual Scheduling)	Guillaume Rousseau, Nick Katte

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GOP	Transfer Demand from DE/UK to US	Order from Hanover/UK is being fulfilled by Seminole plant if the ATP supply is not available in the shipping Location	Guillaume Rousseau, Nick Katte
GOP	Planners Access	Visibility of Sales order for planners, Backlog report etc.	Guillaume Rousseau, Nick Katte
GOP	Drop Ship	Drop Ship based promising for UK / DE / US as applicable	Guillaume Rousseau, Nick Katte
GOP	GOP Collection and Refresh	Collection, GOP Refresh, ESS Jobs, Scheduling, ATP Rules, GOP Configs etc.	Guillaume Rousseau, Nick Katte
Manufacturing	Serial Tracking	Assign Serial Numbers to Assemblies and track their progress through the Manufacturing and Inventory Cycles	Geert Maes
Manufacturing	Work Order Types	Define distinct types of Work Orders (i.e., Rework, Transform)	Geert Maes
Manufacturing	Labor Usage	Capture Operator Time and Cost	Geert Maes
Manufacturing	Work Definitions	Define Manufacturing Routings – Instructions on how to create Assemblies	Geert Maes
Manufacturing	Work Centers	Define Workstations – Operational centers to track procedures, labor, and Material	Geert Maes
Manufacturing	Item Structures	Define Bill of Materials – List of Materials/Components to be used to build the Assemblies	Geert Maes
Manufacturing	Standard Operations	Repeatable and assignable operations that can be assigned to a Work Definition (Approx. 333 have been identified)	Geert Maes
Manufacturing	Work Order Monitoring	Track the status and progress of a Work Order	Geert Maes
Manufacturing	Work Order Completion	Complete an Assembly to Stock	Geert Maes
Manufacturing	Component Transactions	Issue Materials/Components to a Work Order (Backflush or Active issue by Materials Management)	Geert Maes
Manufacturing	Operational Costing	Track and report the cost of manufacturing overhead	Geert Maes
Order Management	Create and Manage sales orders in Oracle Cloud	Ability to process customer orders in Oracle Cloud	Dana Smalley / Stanley Huang
Order Management	Internally source demand from DZS Warehouses	Ability to source Demand from multiple DZS warehouses	Dana Smalley / Stanley Huang
Order Management	Drop Ships	Ability to source demand from Vendor	Dana Smalley / Stanley Huang
Order Management	GOP	Scheduling From GOP	Dana Smalley / Stanley Huang
Order Management	Multi Sourcing	Ability to source sales order demand from multiple sources	Dana Smalley / Stanley Huang
Planning	Demand Horizon	Need an ability to consider 24 months of shipment history by CRD and generate forecast 24 months out	Guillaume Rousseau, Nick Katte
Planning	Forecast Override	Need an ability to override forecast before publishing to supply planning to drive material requirement (Applicable for prior and future Months)	Guillaume Rousseau, Nick Katte
Planning	Forecast Additional Inputs	Need an ability to add PLM inputs and outlier adjustments in DM	Guillaume Rousseau, Nick Katte

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Planning	Calculated Forecast	Need visibility of calculated forecast (Backlog+PLM+Adjustments+SFDC)	Guillaume Rousseau, Nick Katte
Planning	Planning Reviews and Exceptions	Need an ability to review sales history, forecast and exceptions to analyze patterns and make corrections as needed	Guillaume Rousseau, Nick Katte
Planning	Average Demand	Need visibility of average monthly demand over the last 12 months	Guillaume Rousseau, Nick Katte
Planning	Plan Collection, Run, Users Views	Plan Configurations, Catalogs, Analytics, Tables/Views for Users, Graphs, Collection, Plan Run, Scheduling Batch jobs	Guillaume Rousseau, Nick Katte
Planning	Supply Horizon	Supply demand netting using final forecast from DM and generate material plan 24 months out	Guillaume Rousseau, Nick Katte
Planning	Safety Stock	Need an ability to set and plan supplies against safety stock (Fixed, May use Days of cover)	Guillaume Rousseau, Nick Katte
Planning	Planner Dashboards, View	Need an ability to review plan output using dashboards, exception handling, info tiles, graphs and user defined layouts	Guillaume Rousseau, Nick Katte
Planning	Plan analysis	Need an ability to easily identify clear to build and material shortage scenarios	Guillaume Rousseau, Nick Katte
Planning	Simulations	Need an ability to do data simulations and plan comparisons	Guillaume Rousseau, Nick Katte
Planning	Exceptions	Need visibility of shortages and excess, Reschedules, LT Compression, Demand at risk etc.	Guillaume Rousseau, Nick Katte
Planning	Plan Execution	Release planned recommendations as work orders and purchase orders manually/automatically	Guillaume Rousseau, Nick Katte
Planning	Rework Material Planning	Plan material requirements for rework and transform work orders	Guillaume Rousseau, Nick Katte
Pricing	Master MSRP List	Ability to maintain one MSRP List used by all BUs	Dana Smalley / Stanley Huang
Pricing	Currency Conversion	Ability for system to automatically convert currencies for MSRP	Dana Smalley / Stanley Huang
Pricing	Customer Price Books	Ability to have Customer Specific Price Books	Dana Smalley / Stanley Huang
Pricing	ADFI Maintenance	Ability to maintain pricing objects with ADFI where available (spreadsheet uploads)	Dana Smalley / Stanley Huang
Procurement	Procurement – Blanket Purchase Agreements	Assure negotiated prices default onto purchase orders, assure negotiated terms default onto purchase orders, minimize Procurement effort to execute negotiated buys from suppliers	Sanjay Sood
Procurement	Procurement – Purchase Orders	Allow changes suggested by planning (reschedule), onboard suppliers to respond via the supplier portal so that supplier commits and changes are sent to buyers to approve, associate purchase items to approved manufacturers to adhere to engineering specifications	Sanjay Sood

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Procurement	Procurement - Approvals	Adhere to the Delegation of Authority (DOA) set forth by DZSI and route through Procurement for efficiency and potential cost savings	Sanjay Sood
Procurement	Procurement – KPIs and Reporting	Provide management reports currently required as well as KPIs to measure productivity and spend in Procurement	Sanjay Sood
Procurement	Procurement – Indirect Spend	Provide Users with a method to request purchasing to buy indirect materials, Services and Capital using purchase requisitions routed for approval through their Department management chain before coming to procurement for purchase	Sanjay Sood
Procurement	Blanket Purchase Agreement – Upload lines and prices	All negotiated pricing to be present on a blanket agreement to minimize discrepancies and streamline PO creation	Sanjay Sood
Procurement	Replace the JIT (Just in Time) emails	By using the supply planning module to identify recommendations to reschedule\buy\cancel we can streamline the PO maintenance activity	Sanjay Sood
Procurement	Move Suppliers to the Supplier Portal	Allow Suppliers to make changes to promise dates and other seeded functionality in Supplier Portal to minimize email tracking and ease the burden on Procurement personnel	Sanjay Sood
Procurement	Procurement Reporting	Create replacements for existing management reports and provide guidance on use of seeded export and OTBI data access	Sanjay Sood
Quality	Inspection Elements	Points of Data input to be used in Inspection Plans	John Wronka
Quality	Inspection Plans	Quality Test to ensure product quality	John Wronka
Quality	Conformance Reporting	Reports to show operational compliance	John Wronka
Quality	Non-Conformance Mitigation	Action plans to remediate events of product non-conformance	John Wronka
Quality	TL9000 Compliance	ERP related TL9000 Requirement compliance	John Wronka
RMA (Depot) Repair	Repair Logistics configuration	Set up service activities to manage the depot repair return and shipment	Julio Artau
RMA (Depot) Repair	Service Activity codes setup	Set up service activities for the labor and parts used during repair execution	Julio Artau
RMA (Depot) Repair	Inventory organization setup	Inventory organization configuration for RMA-Repair	Julio Artau
RMA (Depot) Repair	RMA Return routing rules configuration	Return routing rules configurations for repair	Julio Artau
RMA (Depot) Repair	Subinventory & locator definitions	Subinventory & locator definitions for Repair	Julio Artau
RMA (Depot) Repair	Enabling flex fields for RMA – Repairs	Enabling flex-field for repairs	Julio Artau
RMA (Depot) Repair	Sales order line types & orchestration process	Line types setup for broken product RMA, shipping of repaired product, bill only	Julio Artau
RMA (Depot) Repair	Inventory transaction type setups for Refurb, Scrap etc	Item transaction type setups to handle refurbishment, scrapping	Julio Artau

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RMA (Depot) Repair	Maintenance Work order configurations	Repair work order related configurations like Work definition, Routing, Parts, Labor items, Expense items etc.	Julio Artau
RMA (Depot) Repair	Configuring quality plans for RMA & Repair inspections	Capture quality data for repair return & shipment	Julio Artau
Service Contracts	Create and Manage service contracts In Oracle Cloud	Ability to process customer orders in Oracle Cloud	Jon Cox/Jason Black
Service Contracts	Multiple Party contracts	Ability to create multiple parties within contracts that includes distributors and end users	Jon Cox/Jason Black
Service Contracts	Annual contracts with Advance Invoicing	Ability to create Annual contracts with advance invoicing	Jon Cox/Jason Black
Service Contracts	Annual contracts with Arrears Invoicing	Ability to create Annual contracts with Arrears' invoicing	Jon Cox/Jason Black
Service Contracts	Quarterly frequency	Ability to create Annual contracts with Quarterly Invoicing	Jon Cox/Jason Black
Service Contracts	Multiple Service offerings	Ability to process customer orders in Oracle Cloud with multiple service lines	Jon Cox/Jason Black
Service Contracts	Different periods at line level	Ability to create service lines that have periods different than contracts	Jon Cox/Jason Black
Service Contracts	Covered Assets/Serial numbers	Ability to create contracts that cover multiple Serial numbers/Assets	Jon Cox/Jason Black
Service Contracts	Covered levels for customer	Ability to create contracts at customer level	Jon Cox/Jason Black
Service Contracts	Pricing and Billing	Ability to get pricing rolled up for individual lines	Jon Cox/Jason Black
Service Contracts	Billing integration to AR	Ability to invoice customers depending on the frequency in Service contracts	Jon Cox/Jason Black
Service Contracts	Contracts Renewals	Ability to renew contracts-manually and automatically	Jon Cox/Jason Black
Service Contracts	Contracts lists	Ability to create lists and save for Active and Draft contracts	Jon Cox/Jason Black
Service Contracts	Mass changes/updates	Ability to mass update contracts and make changes to certain fields	Jon Cox/Jason Black
Service Contracts	Fetch Billing information	Ability to get invoice information into contracts	Jon Cox/Jason Black
Technical	Fixed Asset Conversion	Convert Assets from legacy system	Erin Schneider
Technical	Supplier and Customer Conversion	Load suppliers and customers from various legacy systems	Kim Robinson/Maggie Villalobos
Technical	AR Invoice Print for Product/Service	Produce Sales Invoice to be emailed to customer	Maggie Villalobos
Technical	AP Open Invoice Conversion	Load open payable invoices from the legacy system	Kim Robinson
Technical	AR Open Invoice Conversion	Load open receivable invoices from the legacy system	Maggie Villalobos
Technical	AP Concur Interface for Expense Reports for US	Interface employee data from Concur	Kim Robinson
Technical	AP EDI Invoice Interface US	Interface EDI invoices from freight companies	Kim Robinson
Technical	Agile to Cloud Integration	Propagate changes from the PLM system to Oracle Cloud	Geert Maes / Bud Welch

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Technical	Label Generation	Replace current Access '97 Labeling database with customization of out of the box Label printing solution	Geert Maes / Rich Johnston
Technical	Serial Number Generation	Replace current Access '97/ Oracle 11i custom database tables with a PAAS solution	Geert Maes / Rich Johnston
Technical	Operation Tracking	Streamline Operation registration and tracking to a one-scan solution	Geert Maes / Rich Johnston
Technical	Serial Number Promotion	Promote a component Serial Number to the Primary Serial Number of the Top Assembly	Geert Maes / Rich Johnston
Technical	Serial Number Demotion	Demote the Primary Serial Number of the Top Assembly and assign a new Primary Serial Number	Geert Maes / Bud Welch
Technical	Work Order Purge	Complete a Work Order mid-assembly to be Re-worked or Scrapped	Geert Maes / Rich Johnston
Technical	Bulk Serial Number Load	Mass Load Serial Numbers from an ODM Supplier	Geert Maes / Rich Johnston
Technical	Data Element Validation	Manufacturing Operations and Quality Test Verification of specific data elements	Geert Maes / Rich Johnston / John Wronka
Technical	Automatic Alerts of Non-conformance	Generate a notification when an assembly fails inspection	Geert Maes / Rich Johnston / John Wronka
Technical	Integration of Automated Shop Floor Hardware Process Test	Links for DLL Package calls to read data from and write data to Cloud Quality Tables.	Rich Johnston / John Wronka
Technical	SFDC Quotes to Sales Order	Integration of Quotes from SFDC into Oracle Cloud	Stanley Huang
Technical	SFDC RMAs to Oracle	Integration of RMAs from SFDC to Oracle Cloud	Stanley Huang
Technical	Shop Floor Reporting	Development of Reports like Work Order Traveler, kitting, component listing etc.	Geert Maes
Technical	Audit Reporting	User Access Reports with bursting functionality	Krishnan Vats
Technical	Bank Documents	Checks, ACH	Erin Schneider
Technical	Customers Conversion	Non-SAP Customers from 11.0.3 to Oracle Cloud	Magdalene Villalobos
Technical	Suppliers Conversion	Non-SAP Suppliers from 11.0.3 to Oracle Cloud	Kim Robinson
Technical	Items Conversion	Non-SAP Customers from 11.0.3 to Oracle Cloud for Items, Categories, Cross references	Geert Maes
Technical	Sales Order Conversion	Open Sales order from 11.0.3 for Seminole	Stanley Huang
Technical	Purchase Order Conversion	Open Purchase Order from 11.0.3 for Seminole	Sanjay Sood
Technical	Sales Forecast Conversion	Sales Forecast from 11.0.3 to Oracle Cloud	Nick Katte

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Technical	Install base and service contracts Conversion	Install Base and Service contracts from 11.0.3 for Seminole	Krishnan Vats
Technical	Sourcing Rules conversion	Sourcing Rules from 11.0.3 for Seminole	Sanjay Sood
Technical	SFDC Planning Integration	Need salesforce forecast visibility in DM cloud with an ability to drill down to opportunity id, owner, probability and other SF details	Guillaume Rousseau, Nick Katte
Technical	Forecast Conversion	Need to have the current forecast from 1103 loaded into DM cloud during cutover	Guillaume Rousseau, Nick Katte
Technical	History	Need to have 24 Months Sales History from 1103 loaded into DM cloud during cutover	Guillaume Rousseau, Nick Katte
Technical	Shipments Relief, CRD/CSD Visibility	Need backlog visibility by both CRD and CSD in DM /SP cloud with additional ability to have shipment relief	Guillaume Rousseau, Nick Katte
Technical	Agile to Cloud Integration	Propagate changes from the PLM system to Oracle Cloud	Geert Maes / Bud Welch
Technical	Manufacturing Data Conversion from 11.0.3 to Oracle Cloud	Convert existing data and structures from Oracle 11.0.3 to the Oracle Fusion Cloud	Geert Maes
Technical	Assembly Machine Integration	Fujicam and similar machine data interface	Geert Maes/ Rich Johnston
Technical	Assembly Machine Data Repository	Fujicam and similar machine data, PAAS database repository	Geert Maes/ Rich Johnston
Technical	Pick Slip	Generate Pick Slip when pick wave to warehouse runs	Dana Smalley / Stanley Huang
Technical	Pack Slip	Generate Pack Slip at Ship Confirm	Dana Smalley / Stanley Huang
Technical	Bill of Lading	Generate Bill Of Lading (BOL) at Ship Confirm	Dana Smalley / Stanley Huang
Technical	Sales Order Conversion	Convert Sales Orders Into Oracle At Go-Live via FBDI	Dana Smalley / Stanley Huang
Technical	Oracle Cloud to Shipping Terminals Interface	Allow communication between DZSI Oracle Fusion Shipping and the shipment interface terminals.	Dana Smalley / Stanley Huang
Technical	Oracle Cloud To Shipping Solution	Move Data from Oracle Shipments and move data into Shipping Solutions.	Dana Smalley / Stanley Huang
Technical	SFDC To Cloud For Order Management	Import Orders from SFDC into Oracle Cloud (BI Directional)	Dana Smalley / Stanley Huang
Technical	Super Serial Tracking in Oracle Inventory	Serial Number Groupings to reduce the number of transactions require moving and pick a pallet of serialized assemblies onto a Sales Order	Dana Smalley / Stanley Huang

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Technical	Super Serial Integration To Oracle Shipping	Integrate Serial Numbers With Oracle Shipping	Dana Smalley / Stanley Huang
Technical	OM Milestone Notification – Booking	Notify Customer When Order Is Booked	Dana Smalley / Stanley Huang
Technical	OM Milestone Notification – Scheduling	Notify Customer When Order is Scheduled and when Scheduled Date Changes	Dana Smalley / Stanley Huang
Technical	Product surcharge of 3% needs to be added to all the backlog sales orders	Add 3% Surcharge to all backlog sales orders	Vivek Pabba
Technical	EDI to select Suppliers	Send and receive the existing EDI documents that are deployed in 1103 with the suppliers currently sending and receiving EDI documents	Sanjay Sood
Technical	Printed Purchase Order	Mimic the current Printed Purchase Order pdf that is produced from 1103 with all data	Sanjay Sood
Technical	Salesforce – Oracle Integration For Service	Salesforce – Oracle Integration for Service and Repair.	Julio Artau
Technical	Repair Traveler	Custom Report to print the repair details.	Julio Artau
Technical	Travel tag report	Custom report to print/reprint repair tag	Julio Artau
Technical	Parts cost consumption report	Report to identify the parts cost consumption on repairs	Julio Artau
Technical	Defect Report	Report to identify Defects	Julio Artau
Technical	Open RMA	Data conversion of open RMAs	Julio Artau
Technical	Open Service Request	Data conversion of Open SRs	Julio Artau
Technical	Service Parts	Data conversion of Service Parts	Julio Artau
Technical	Open Billing Orders	Data conversion of open Service billing orders	Julio Artau
Technical	Service Contracts to Salesforce Integration	Warranty and Service contracts data integration from Subscription Management	Jon Cox
Technical	Order Management to Service Contracts	Order Management to Service Contracts/Subscription Management to create Extended Warranty after shipping	Jon Cox
Technical	AR Lockbox Pull from Bank and Import	Import Lockbox file into Oracle Cloud from DZS designated bank (determined by 11/19/2021)	Vivek Pabba
Technical	Cash Management Bank Statement Import	Import DZS designated bank (determined by 11/19/2021)bank statements into cloud for US/CA	Karen Leopardi

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Technical	Convert GL Trial Balances	Convert GL Trial Balance from legacy system	Erin Schneider
Technical	Banking Integrations and Formats	DZS designated bank (determined by 11/19/2021) Lockbox Integration	Kim Robinson
Technical	Banking Integrations and Formats	DZS designated bank (determined by 11/19/2021) Payment Integration	Kim Robinson
Technical	Banking Integrations and Formats	DZS designated bank (determined by 11/19/2021) Bank Statement Integration	Kim Robinson
Technical	Banking Integrations and Formats	DZS designated bank (determined by 11/19/2021) Check Printing	Kim Robinson

4 ASSUMPTIONS

4.1 Seminole Go-Live Assumptions

- Global Template – Business Processes and related configurations – will be implemented as applicable.
- Budget Includes Post Go Live Support for Germany with same project team through November 5th.
- Budget assumes Feb 1 go live for Seminole.
- Budget assumes Korean resources can join project and get involved in Testing and Training. Additionally, DZS should leverage Newline for local translation and support.
- Project will have limited hours during holiday periods (Thanksgiving, Christmas, and New Years).
- Budget does not account for any DZS internal costs.
- DZS is providing the full contingent of BPOs and SMEs as on previous rollout (unexpected turnover not-with-standing)
- Perficient is providing same resources as of Hannover go live (unexpected turnover not-with-standing)
- Perficient will ramp up new hires at no charge if a change is needed.
- New Scope will be reviewed by Steering Committee/Design Authority before engaging so work and budget can be approved.

4.2 Applications in Scope

The staffing model herein will support the implementation of Oracle Cloud Bill of Materials as outlined below

- Order Management and Pricing
- Global Order Promising
- Demand Management
- Supply Planning
- Costing
- Procurement
- Inventory Management
- Service Contracts
- Quality
- Depot Repair
- Manufacturing
- Custom form creation to support automation on the shop floor
- Financials (AP, GL, AR, CM, FA)

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4.3 Other

- Financials oversight will be provided by Matt Makowsky
- SCM oversight will be provided by Luis Sanchez

4.4 Out of Scope

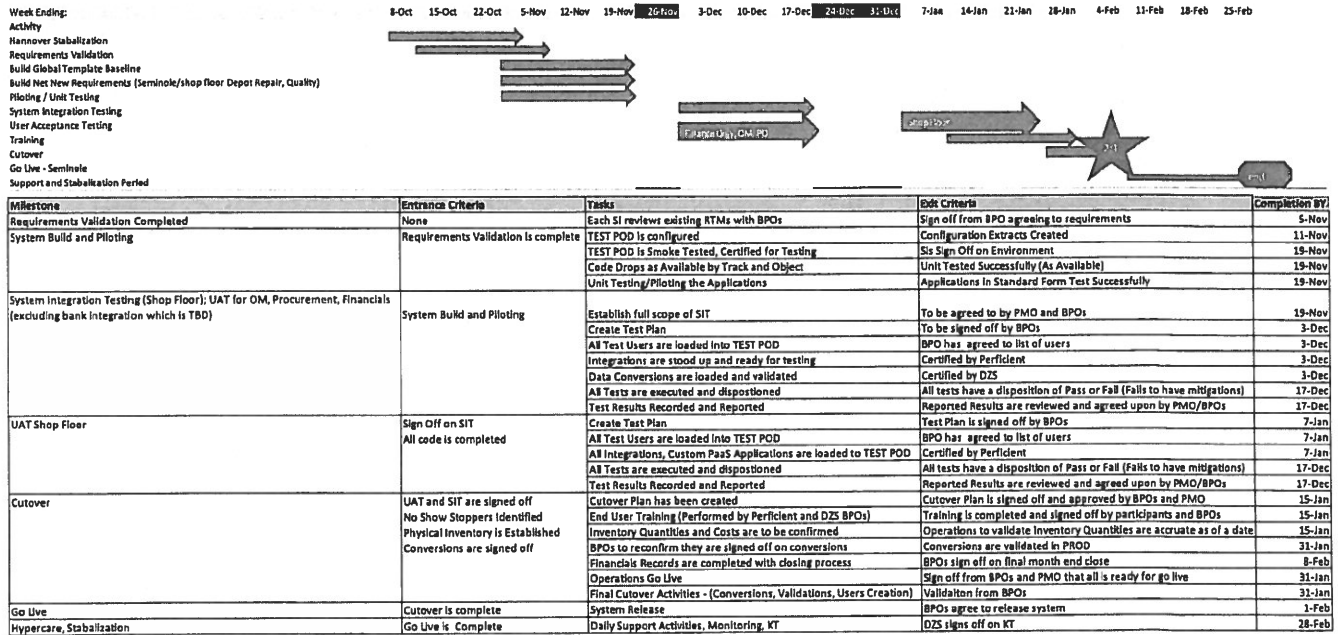
- Any requirements arising in the due course of the project not listed in the table in Section 3 (Scope of Work).
- Management of DZS Resources
- Supplier Qualification Management
- Negotiations
- Supplier Contracts
- Knowledge Center
- Order Management Discount Lists
- Order Management Algorithms
- Pricing Algorithms
- Document Control
- Document Control Repository
- Product Lifecycle Management
- Change Management
- Ad Hoc Oracle Cloud Reports

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5 TIMELINE AND PRICING CHANGES

5.1 Project Timeline Changes

New Timeline:



Note: Design Authority meeting to determine any design changes scheduled for 12/07/2021 and 01/05/2022.

5.2 Project Budget Changes

The total change to the budget as a result of this change request is \$1,621,790.00 (2021 Budget \$902,520.00 and 2022 Budget \$719,270.00), not inclusive of travel expenses. A discount of \$88,000 applies to this CR and shall be distributed across all invoices associated with this CR until exhausted. The resource and hours itemization is listed in the next section of this CR.

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5.3 Resource Plan Allocation 2021 and 2022 Budget

Role	15-Oct	22-Oct	29-Oct	5-Nov	12-Nov	19-Nov	26-Nov	3-Dec	10-Dec	17-Dec	24-Dec	31-Dec	2021 Budget	2021 Remaining Budget		
OM Lead - and Offshore Oversight	0	0	0	0	12	12	0	12	12	12	0	0	60	\$ 195.00	\$ 11,700.00	
OM Lead - Hypercare for Hannover (2021)/Seminole (2022)	40	40	40	40	0	0	0	0	0	0	0	0	160	\$ 195.00	\$ 31,200.00	
Advanced Pricing Lead - Onshore (US Specific Requirements/Korea Specific Requirements)	0	0	0	0	18	18	0	18	18	18	0	0	90	\$ 195.00	\$ 17,550.00	
OM Intercompany Lead/Subscription Management Oversight - Onshore	0	0	0	0	10	10	0	10	10	10	0	0	50	\$ 195.00	\$ 9,750.00	
OM - Global Template Offshore	0	0	0	10	40	40	40	40	40	40	40	40	360	\$ 39.00	\$ 14,040.00	
PO Lead - Hypercare	40	40	40	40	0	0	0	0	0	0	0	0	160	\$ 195.00	\$ 31,200.00	
Subscription Management - Hypercare	10	10	10	10	0	0	0	0	0	0	0	0	40	\$ 195.00	\$ 7,800.00	
Subscription Management - Offshore Global Template	0	0	0	0	20	20	20	20	20	20	20	20	160	\$ 39.00	\$ 6,240.00	
PO Lead and Offshore Oversight	0	0	0	0	12	12	0	12	12	12	0	0	48	\$ 195.00	\$ 9,360.00	
PO - Global Template Offshore	0	0	0	40	40	40	40	40	40	40	40	40	360	\$ 39.00	\$ 14,040.00	
Finance Lead - Hypercare for Hannover/Sem	40	40	40	40	0	0	0	0	0	0	0	0	160	\$ 195.00	\$ 31,200.00	
Finance Lead (Banking Focus) and Intercompany (off-shore)	0	0	0	0	40	40	40	40	40	40	40	40	320	\$ 39.00	\$ 12,480.00	
Finance Intercompany Lead	0	0	0	0	20	20	0	20	20	20	0	0	100	\$ 180.00	\$ 18,000.00	
Costing and PIM Hypercare for Hannover/Sem	20	20	20	20	0	0	0	0	0	0	0	0	80	\$ 195.00	\$ 15,600.00	
Costing and PIM Lead - Advanced for US	0	0	0	0	20	20	0	20	20	20	0	0	100	\$ 195.00	\$ 19,500.00	
Testing, Training Coordinator, Roles, Cutover Leader (KT to PM)	0	0	40	40	40	40	0	0	0	0	0	0	160	\$ 195.00	\$ 31,200.00	
Senior Project Manager	0	0	0	40	40	40	40	40	40	40	0	0	240	\$ 205.00	\$ 49,200.00	
Program Manager	10	10	0	10	10	10	0	10	10	10	0	0	80	\$ 225.00	\$ 18,000.00	
Chief Supply Chain Architect	10	10	10	10	10	10	0	10	10	10	0	0	90	\$ 225.00	\$ 20,250.00	
Depot Repair	20	20	20	20	20	20	0	20	20	20	0	0	180	\$ 225.00	\$ 40,500.00	
Quality	40	40	40	40	40	40	40	40	40	40	0	0	360	\$ 225.00	\$ 81,000.00	
Planning/GOP	30	30	30	30	30	30	0	30	30	30	0	0	270	\$ 225.00	\$ 60,750.00	
Planning - Offshore	20	20	20	20	20	20	0	20	20	20	20	20	220	\$ 90.00	\$ 19,800.00	
GOP Lead - Hypercare for Hannover	20	20	20	20	0	0	0	0	0	0	0	0	80	\$ 225.00	\$ 18,000.00	
Manufacturing	40	40	40	40	40	40	40	40	40	40	0	0	360	\$ 195.00	\$ 70,200.00	
DEV Team - Offshore	120	120	120	120	220	220	220	220	220	220	220	220	2240	\$ 39.00	\$ 87,360.00	
DEV Team - Onshore	60	60	60	60	60	60	0	60	60	60	0	0	540	\$ 160.00	\$ 86,400.00	
DEV Lead	20	20	20	40	40	40	10	40	40	40	40	40	40	390	\$ 180.00	\$ 70,200.00
													Total 2021 Hours	7458	\$ 902,510.00	

Role	7-Jan	14-Jan	21-Jan	28-Jan	4-Feb	11-Feb	18-Feb	25-Feb	4-Mar	11-Mar	2021 Remaining Budget	Total 2021 and 2022	Total
OM Lead - and Offshore Oversight	12	12	12	12	12	12	0	0	72	\$ 195.00	\$ 14,040.00	132	\$ 25,740.00
OM Lead - Hypercare for Hannover (2021)/Seminole (2022)	0	0	0	0	40	40	40	0	120	\$ 195.00	\$ 23,400.00	280	\$ 54,600.00
Advanced Pricing Lead - Onshore (US Specific Requirements/Korea Specific Requirements)	18	18	18	0	0	0	0	0	54	\$ 195.00	\$ 10,530.00	144	\$ 28,080.00
OM Intercompany Lead/Subscription Management Oversight - Onshore	0	0	0	0	0	0	0	0	0	\$ 195.00	\$ -	50	\$ 9,750.00
OM - Global Template Offshore	40	40	40	40	40	40	40	40	320	\$ 39.00	\$ 12,480.00	680	\$ 26,520.00
PO Lead - Hypercare	0	0	0	0	40	40	40	0	120	\$ 195.00	\$ 23,400.00	280	\$ 54,600.00
Subscription Management - Hypercare	0	0	0	0	0	0	0	0	0	\$ 195.00	\$ -	40	\$ 7,800.00
Subscription Management - Offshore Global Template	20	20	20	20	20	20	20	20	160	\$ 39.00	\$ 6,240.00	320	\$ 12,480.00
PO Lead and Offshore Oversight	12	12	12	12	12	12	12	12	96	\$ 195.00	\$ 18,720.00	144	\$ 28,080.00
PO - Global Template Offshore	40	40	40	40	40	40	40	40	320	\$ 39.00	\$ 12,480.00	680	\$ 26,520.00
Finance Lead - Hypercare for Hannover/Sem	0	0	0	0	40	40	40	40	120	\$ 195.00	\$ 23,400.00	280	\$ 54,600.00
Finance Lead (Banking Focus) and Intercompany (off-shore)	40	40	40	40	40	40	40	40	320	\$ 39.00	\$ 12,480.00	640	\$ 24,960.00
Finance Intercompany Lead	20	20	20	20	20	20	20	0	140	\$ 180.00	\$ 25,200.00	240	\$ 43,200.00
Costing and PIM Hypercare for Hannover/Sem	0	0	0	0	20	20	20	0	60	\$ 195.00	\$ 11,700.00	140	\$ 27,300.00
Costing and PIM Lead - Advanced for US	20	20	20	20	20	20	10	10	140	\$ 195.00	\$ 27,300.00	240	\$ 46,800.00
Testing, Training Coordinator, Roles, Cutover Leader (KT to PM)	0	0	0	0	0	0	0	0	0	\$ 195.00	\$ -	160	\$ 31,200.00
Senior Project Manager	40	40	40	40	40	40	40	40	320	\$ 205.00	\$ 65,600.00	560	\$ 114,800.00
Program Manager	10	10	10	10	10	10	10	10	80	\$ 225.00	\$ 18,000.00	160	\$ 36,000.00
Chief Supply Chain Architect	10	10	10	10	10	10	10	10	80	\$ 225.00	\$ 18,000.00	170	\$ 38,250.00
Deput Repair	20	20	20	20	20	20	20	20	160	\$ 225.00	\$ 36,000.00	340	\$ 76,500.00
Quality	40	40	40	40	40	40	40	40	260	\$ 225.00	\$ 58,500.00	620	\$ 139,500.00
Planning/GOP	40	40	40	40	40	40	40	40	240	\$ 225.00	\$ 54,000.00	510	\$ 114,750.00
Planning - Offshore	20	20	20	20	40	40	40	40	240	\$ 90.00	\$ 21,600.00	460	\$ 41,400.00
GOP Lead - Hypercare for Hannover	0	0	0	0	0	0	0	0	0	\$ 225.00	\$ -	80	\$ 18,000.00
Manufacturing	40	40	40	40	40	40	40	40	320	\$ 195.00	\$ 62,400.00	680	\$ 132,600.00
DEV Team - Offshore	220	220	220	220	220	100	100	100	1400	\$ 39.00	\$ 54,600.00	3640	\$ 141,960.00
DEV Team - Onshore	60	60	60	60	60	30	30	30	390	\$ 160.00	\$ 62,400.00	930	\$ 148,800.00
DEV Lead	40	40	40	40	40	20	20	20	200	\$ 180.00	\$ 46,800.00	650	\$ 117,000.00
									5792		\$ 719,270.00	13250	\$ 1,621,790.00
											\$ 1,621,790.00		Sub Total for CR
											\$ 88,000.00		Discount
											\$ 1,533,790.00		Total for CR
											\$ 230,068.50		Pre-Payment Due on Signing

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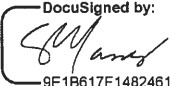
5.4 Amended Payment Terms

Perficient and DZS agree to a new payment solution for this CR. Perficient will invoice DZS monthly in arrears for services performed (time and materials) and Client will pay to Perficient the amount invoiced, without set off or deduction, within fifteen (15) days from the date of invoice. DZS also agrees that an initial pre-payment of \$230,068.50 (15% of total) will be paid upon signature of this CR or prior to the start of the engagement, whichever happens first. Unless otherwise stated above, services are provided on an estimated time and materials basis.

6 ACCEPTED AND AGREED

An authorized signature on this page by Company indicates its acceptance of this Statement of Work Change Request.

Perficient, Inc.

DocuSigned by:

 9E1B617F1482461...

By: _____
 Name: Stuart Massey
 Title: General Manager
 Date: 11/5/2021

DZS Inc.

By: _____
 Name: Charlie Vogt
 Title: CEO
 Date: 11/3/2021